

This is the official newsletter of the NCDOT Leadership & Management Development Association. The opinions presented in this publication are those of the contributors and do not reflect official statements of any state government agency or representative. Its purpose is to inform and encourage the development of management professionals.

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Letter from the President

As LMDA begins its quest for another successful year, I would like to thank those who contributed in making this past year a success. Everyone worked really hard to establish and achieve several goals throughout the year. The incoming 2007-2008 Executive Board stands confident that we will continue the torch of success and build upon the ideas of leadership and management. We are excited to have the opportunity to set challenging objectives, keeping in mind continual growth and prosperity of our Chapter. Our anticipation is to introduce even more innovative ideas that will stimulate members to become active and recruit new members. Please feel free to contact any member of the Board if you have suggestions, comments, ideas, or simply want to be involved with a committee.

Our goals for the 2007 – 2008 Year are focused on expanding our membership and the involvement opportunities for our members. We have developed another aggressive year of professional development courses and monthly programs, entitled "Leadership in Action". Electronic versions of these documents are provided on our web site, so feel free to pass them along to other professionals in the Department.

We have come a long way in the last several years and know that we can continue along this path, as long as we have your support. Working together, and supporting each other, LMDA can continue to produce the positive results that you have already seen. The door is always open and your ideas and suggestions are always welcome. Just remember to attend and get involved. I wish you all the best in your professional career and your dedication to LMDA.

Thanks,
Katina S. Thompson
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In This Issue:

Activities Bulletin Board.....Calendar..... 2007-2008
Lunch and Learn, Professional Development Schedules.....
Environmental Leadership.....CPI Feature.....New Members..
September Lunch and Learn Announcement.....



Activities Bulletin Board

School Supply Drive Sep. 10 – Oct. 12

The Community Involvement Committee of LMDA will participate in collecting school supplies for the *Communities in School of Wake County* between Sep. 10 through Oct. 12th. We are asking for new or gently used items. Please help us help those less fortunate by donating supplies. Boxes will be placed downtown in the Highway, Oberlin Road, Parker-Lincoln Building, Greenfield Parkway, and Century Center. Each box will be marked with the ***Communities in School of Wake County***. If you have any questions you can contact the contact person for the specific building or Amanda Smith at 329-8498. If you would like to make a monetary donation, you can make checks out to Communities in School of Wake County.

Contact Information:

Highway Bldg –Marie Sutton (mlsutton@dot...) or Beth Smyre (bsmyre@dot...)
Oberlin Road – Linda Fuller (lfuller@dot...)
Parker-Lincoln Bldg – Kimberly Hinton (khinton@dot...)
Greenfield Parkway – Amanda Smith (arsmith@dot...)
Century Center – Jimmy Travis (jtravis@dot....)

Community Involvement- Race Schedule

The Community Involvement Committee has compiled a list of opportunities for those who want to exercise and help out some great causes at the same time. The following races will be held in September and October. If you would like more information, please contact Amanda Smith at 329-8498.

September 16 (2p) – Magnificent Mile
September 30 (2p) – 8th Annual Second Empire 5K Classic
October 13 (9a) – Autism Ribbon Run 2007
October 21 (2p) – Saint Augustine's George Williams 5K

CALENDAR

2007		Event	Time	Location	Contact
SEPTEMBER	13	LMDA Board Meeting	12-1pm	Room 470, Highway Building	Any Board Member
	16	Magnificent Mile Race	2pm	Hillsborough Street	Amanda Smith
	20	Lunch and Learn: Environmental Best Practices for the Office	12-1pm	NCWRC, Centennial Campus	Amanda Smith
	30	8 th Annual Second Empire 5k Classic	2pm	Hillsborough Street	Amanda Smith
OCTOBER	11	LMDA Board Meeting	12-1pm	TBA	Any board member
	13	Autism Ribbon Run 2007	9am	City Market, Raleigh	Amanda Smith
	18	Lunch and Learn: The New Latino South	12-1pm	TBA	Amanda Smith
	21	St Augustine's George Williams 5k	2pm	St. Augustine's College	Amanda Smith

2007-2008 Lunch & Learn Sessions

For more information, contact Kimberly Hinton at 715-1595 or at khinton@dot.state.nc.us.

August 16	<i>Membership Reception</i>
September 20	<i>Environmental Best Practices for the Office</i>
October 18	<i>The New Latino South: Basic Understanding of Latino's in NC</i>
November 15	<i>I'm the Boss You Follow Me! -The Confident Leader</i>
December 20	<i>Holiday Luncheon featuring the Manager of the Year</i>
January 17	<i>Victim Toolkit for Identity Theft</i>
February 21	<i>PE/FE Exam Preparation</i>
March 20	<i>From Frontline Leadership to CPM: New Features</i>
April	<i>NCDOT CPI Conference</i>
May 15	<i>Where is the Cheese? - Adapt to Change</i>
June 19	<i>The Future of Rail in North Carolina</i>

2007-2008 Professional Development Courses

(Schedule TBA)

For more information, contact Glenn Dennison at 733-9513 or at gdennison@dot.state.nc.us.

Dealing Effectively with the Media

- To mentally and physically prepare for interviews
- To maintain reliable media contacts
- To build your media confidence

Managing Upward

- To identify techniques for developing positive working relationships with those above you in the organization
- To identify types of leadership personalities and strategies to help solve employer-employee relationship problems

Correcting Performance Problems

- To introduce students to performance problems and how they affect an organization
- To determine the severity of a performance problem, identify causes, respond to employee actions, and many more

Leadership Skills for Women

- To focus on the understanding and developing the leadership skills required for business success

Understanding Organizational Change

- To learn how to cope with and understand organizational change
- To learn how to help staff cope with organizational change

Environmental Leadership

By: Beth Neely

***Editor's Note:** In 2007-2008, **Management Insight** will regularly feature articles on environmental leadership, noting ways that each of us can help the environment. This is the first article in the series.*

October is National Energy Awareness Month!

Last year, NCDOT challenged employees to make a difference at work and "Change a Light" from regular incandescent light bulbs to compact fluorescent (CFL) bulbs. In the Office of Environmental Quality, we brainstormed ways we can Reduce, Reuse, Recycle, and Conserve at the office throughout the year.

Reduce...

- The number of telephone books ordered for the office
- Print "Duplex" (double-sided)
- Reliance on paper by going "virtual" (i.e., keep "soft copies" of documents backed up in an external hard-drive or CDs and USB Flash drives). You'll save on paper costs, and use less storage space.

Reuse... Use reusable plates, cups, and utensils (from home or yard sales) for your office events

Recycle...

- **Paper and printer cartridges.** In 2005, over 50% of all ink and toner cartridges were sent to landfills in the U.S. But it's simple to recycle and you may even get money back on certain eligible cartridges at Office Depot stores. Offices can order FREE, prepaid InkJet and Toner cartridge recycling boxes. You can order the boxes by calling 1-800-GO-DEPOT (Item # 816-656 for ink, Item # 824-712 for toner). Just place your empty cartridges in the prepaid box and return them for a simple way to reduce waste and save energy!
- **Buy recycled products.** Office Depot produces The Green Book™, their catalog of environmentally preferable products. Throughout the catalog there are tips on using sustainable products, definitions, and explanations. You can also visit www.officedepot.com and type "recycled" into the search bar and find approximately 3,500 products with recycled content
- **Use rechargeable batteries** – they can work just as well as regular alkaline batteries and cost less in the long run. And keep rechargeable batteries and cell phones out of landfills. Visit the Call2Recycle™ web site at <http://www.rbrc.org/call2recycle/> to find a drop off site near you.

Conserve...

- **Use task lighting** instead of overhead lighting
- **Turn off lights** when leaving your office or conference rooms
- **Use daylight** rather than office lighting whenever feasible. The simple act of moving your desk towards a window helps cut down electricity use -- saving money and the environment
- **Turn off PCs** and other office equipment at night.
- **Buy a laptop.** It uses considerably less power than a desktop computer.

(continued on page 5)

(continued from page 4)

- **Carpool** (or vanpool), when possible and often (learn about the Triangle Transit Authority's Rideshare Program at:
http://www.ridetta.org/Ride_Sharing/Ride_Share_Matching/rideShareHome.html)
- Conduct meetings via **teleconferencing**, if and when possible.

These are just a few ideas. What are you doing to **Reduce, Reuse, Recycle**, and **Conserve**?

Continuous Process Improvement (CPI)

By: Margaret Anderson

The Continuous Process Improvement (CPI) Program will celebrate its 10th anniversary year in April 2008!

During the past nine years, CPI projects have saved our Department over seventy-three million dollars and 637,298 labor hours. In addition, 139 safety improvements, 292 customer service improvements, 203 communications enhancements, 120 process cycle time reductions, and 49 environmental sustainability projects have been documented. The innovative ideas and opportunities for improvement just keep getting better!

Do you have a new idea, process and/or practice that has proven to be effective in your work unit? It's time to share those creative ideas! Perhaps you have found opportunities for improvement that have not yet been implemented. It is not too late to implement your ideas and document the results. The CPI Program is looking for projects that have achieved results in the following categories:

1. Safety Improvement
2. Energy & Environment (formerly called "Environmental Sustainability")
3. Dollar Savings
4. Labor Hour Savings
5. Customer Service
6. Communication
7. Cycle Time Reduction

The CPI applications are due January 31, 2008. Time can fly by fast, so don't let it get away from you! It's never too early or too late to be thinking about ways to improve your work processes.

For more information regarding CPI, go to:
<http://www.ncdot.org/programs/cpi/>

Welcome New LMDA Members!

Pamela Alexander, Traffic Engineering
Jacqueline Armstrong, Alternative Delivery
James Boyd, IT
Steve Brown, PDEA
Erin Hendee, Congestion Management
Demorris Hukins, PDEA
Zachary Little, Traffic Engineering
Sarah Mitchell, Program Development
Karen Roberson, Transportation Planning
Hank Schwab, PDEA
Shelley Winters, Communications Office

Thanks to all those who attended the August 16 Reception- we hope to see all of you at many more LMDA meetings! The next Lunch and Learn will be on September 20. Information on this meeting is attached.

See you there!



For more information on LMDA, visit our website:
www.ncdot.org/lmda/

NMA CODE OF ETHICS

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability.
- I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment, and processes. I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management profession through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.
- I will recognize that leadership is a call to service.



**Environmental Best Practices for the Office – Leadership In Action
September 20, 2007**



Program Overview: The September 2007 session of the Leadership & Management Development Association will focus on conserving resources, minimizing air & water impacts, recycling, and “Green” procurements. The speaker will be John L. Sharp. He is an Environmental Specialist with NCDOT.

Details

Time: 12:00 – 1:00 pm - Please feel free to leave earlier if you need to make it to another appointment.

Location: The Bullfrog Lab on the ground floor of the new NC Wildlife Resource Commission Headquarters on NCSU Centennial Campus. See the map attached.

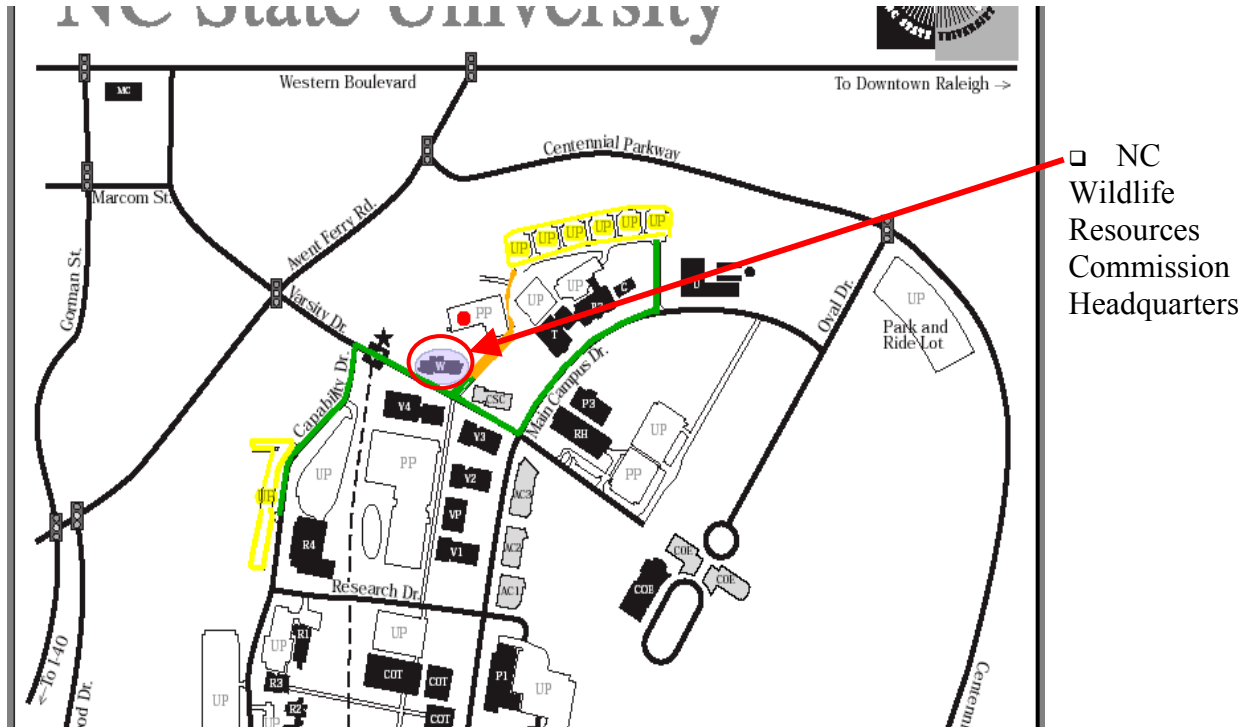
Lunch: Boxed lunches will be ordered for \$5.00 for member and for \$7.00 for nonmembers from Brueggers Bagels. Please see next page for lunch choices.

Participation Limits: Attendance is limited.

RSVP: Call 329-8498 or E-mail Amanda Smith arsmith@dot.state.nc.us to confirm your participation. Lunch requests must be received by noon on Sep. 18th.



Map



Menu

Each Box Lunch consists of a bag of chips, a freshly baked cookie (oatmeal, peanut butter, or chocolate chip), your choice of sandwich:

- ☐ Herby Turkey
- ☐ Supreme Club
- ☐ Honey Ham and Swiss
- ☐ Leonardo da Veggie
- ☐ Chicken Salad
- ☐ Radishy Roast Beef
- ☐ Tuna Salad
- ☐ Garden Veggie

served on your choice of bread variety - Bagel, Softwich, Ciabatta, or Wrap